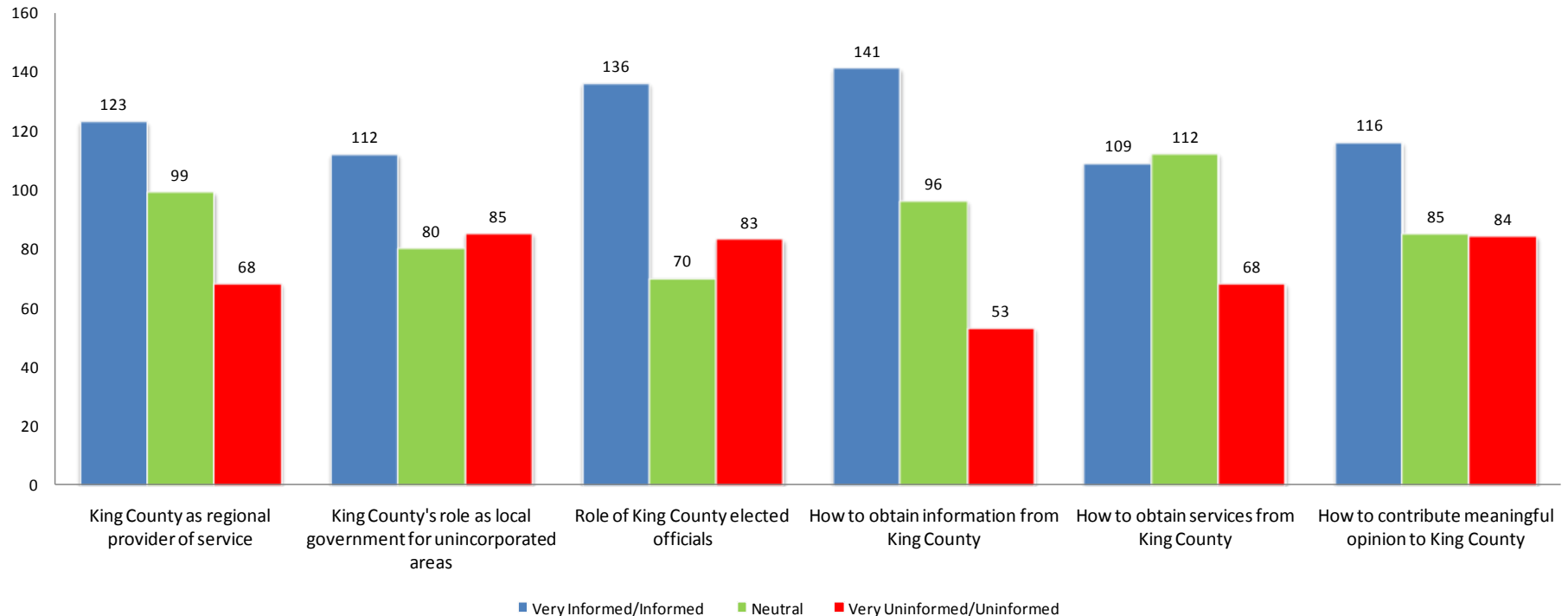


TOPIC QUESTIONS

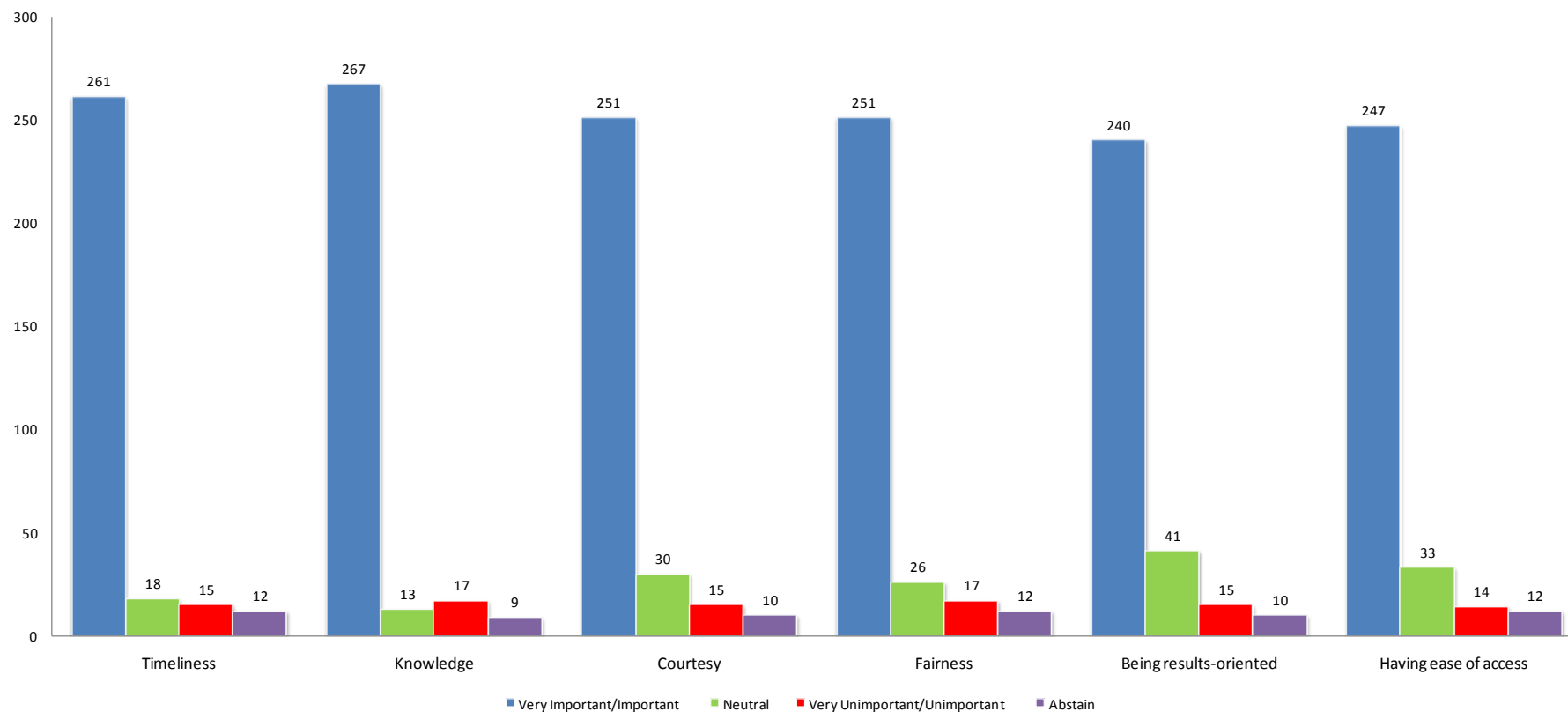
T-1 to T-6: "How well informed do you feel about:"



Responses indicate the number of respondents who said they feel "very informed" or "informed" (blue), neutral (green), or "very uninformed" or "uninformed" (red). Depending on the question 6 – 11% abstained. "Abstain" is recommended as a response "if you don't feel you have enough information at this time to select one of the other choices".

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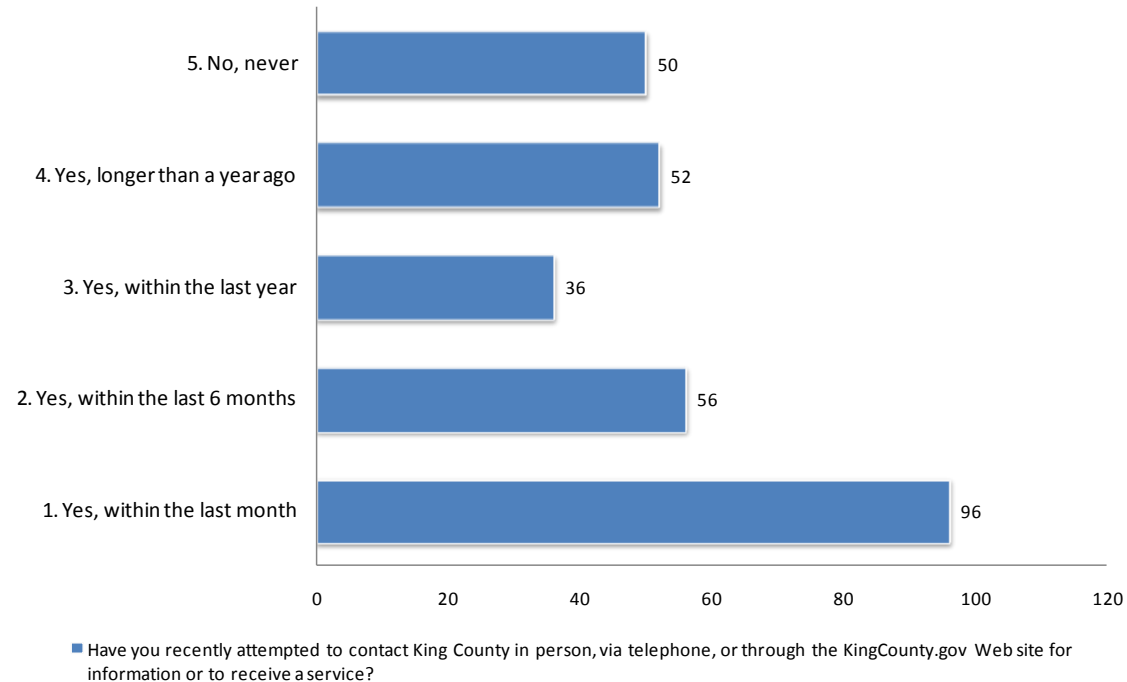
T-7 to T-13: "How important are the following customer service characteristics to you?"



Responses indicate the number of respondents who said they felt the characteristics were "very important" or "important" (blue), neutral (green) or "very unimportant" or "unimportant" (red). "Abstain" is recommended as a response "if you don't feel you have enough information at this time to select one of the other choices".

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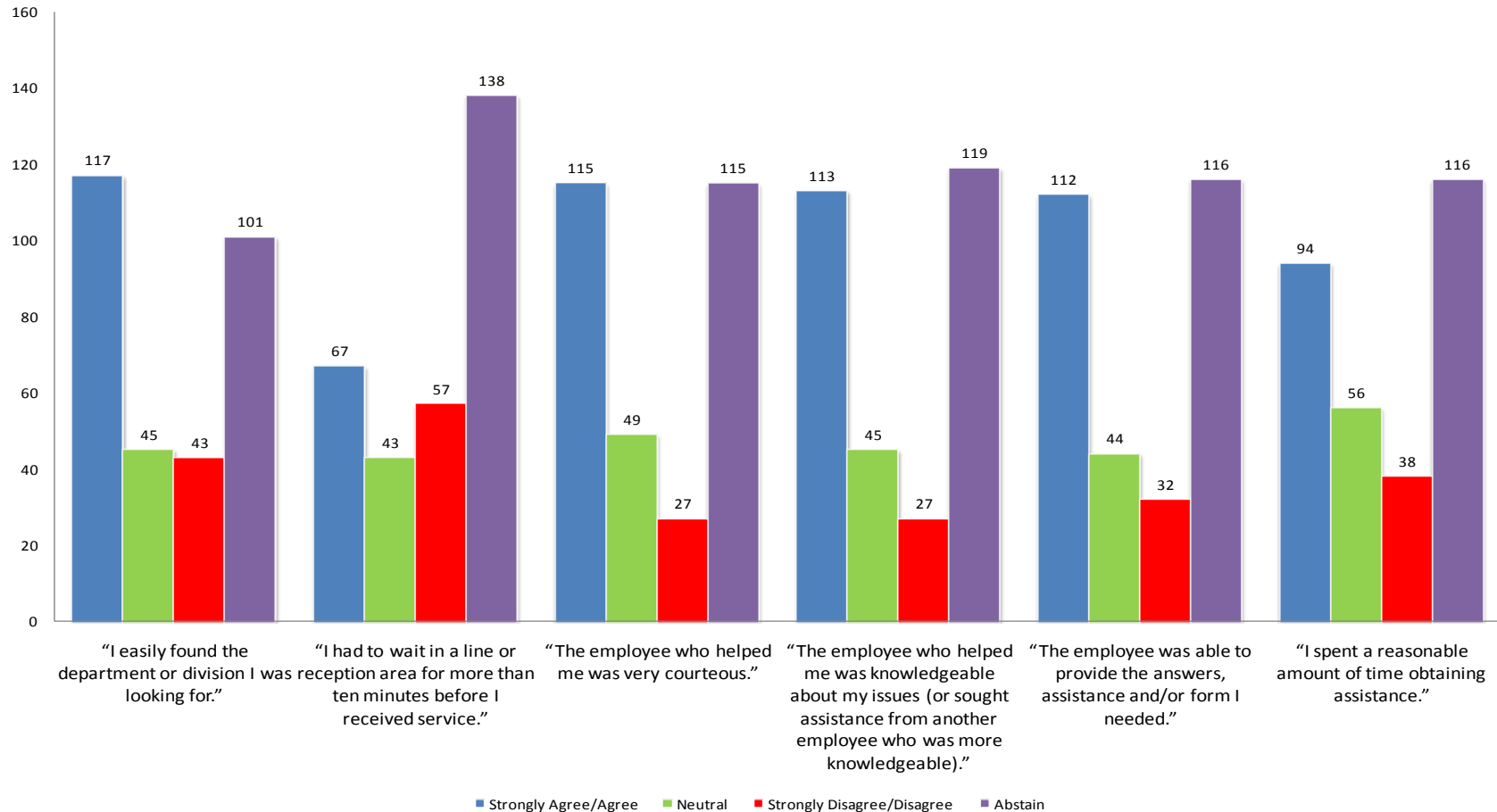
Have you recently attempted to contact King County in person, via telephone, or through the KingCounty.gov Website for information or to receive a service?



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While considering any King County information or service contacts you may have had recently, please rate your level of agreement with the following statements regarding your experience.

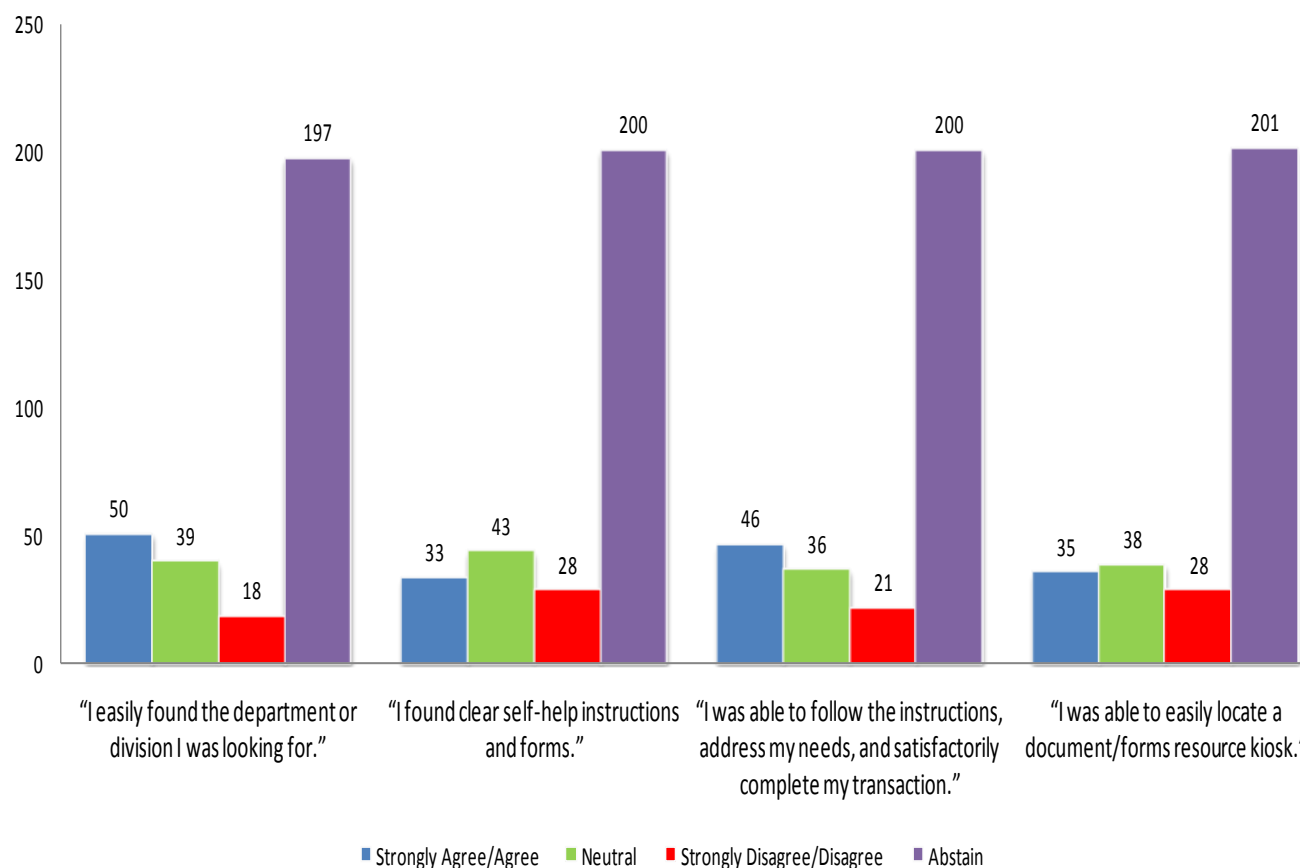
T-15 to T-20: Statements regarding your **In-Person Experiences for Assistance:**



Respondents were asked to rate their level of agreement with the statements regarding their King County experience.

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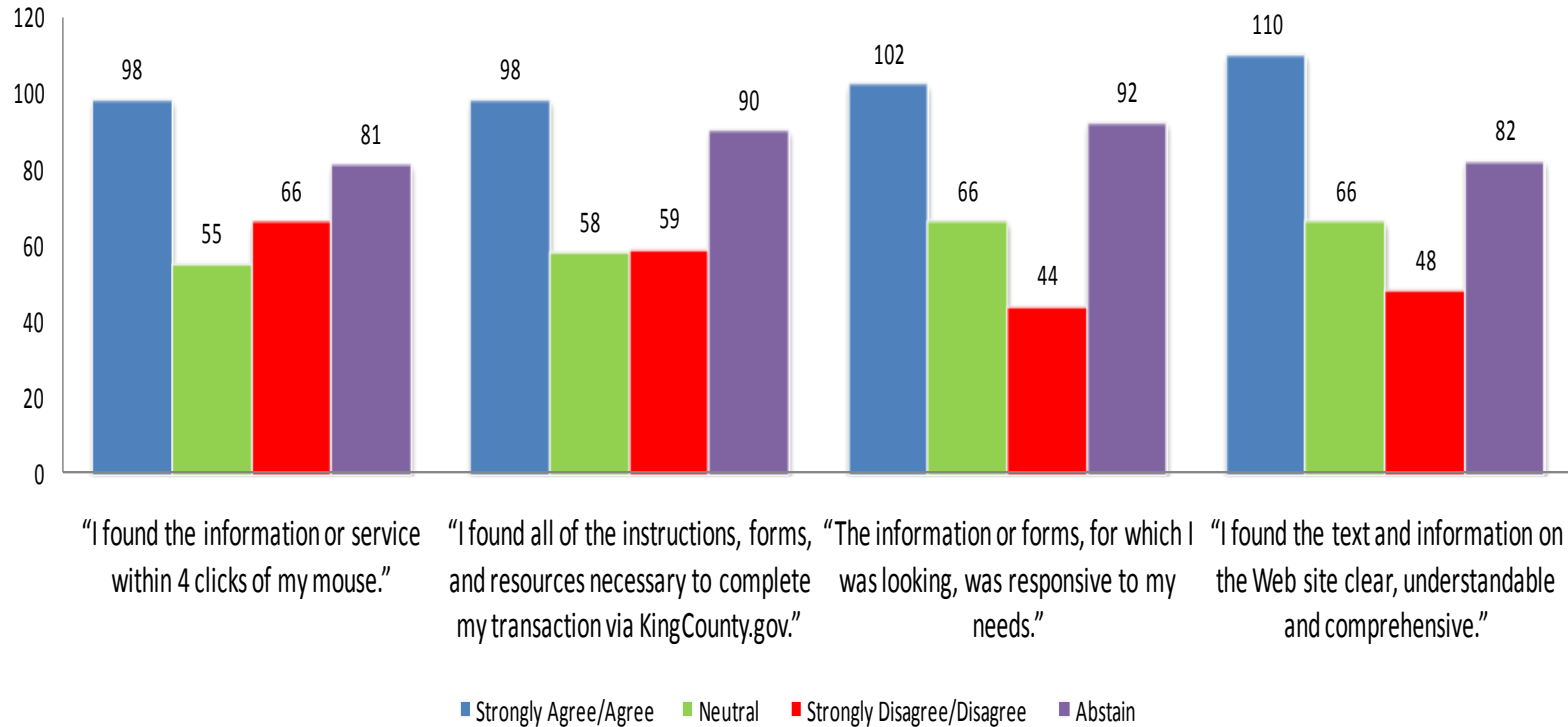
T-21 to T-24: Statements regarding your
In-Person Experiences with Self Help (using a Resource Kiosk):



Respondents were asked to rate their level of agreement with the statements regarding their King County experience.

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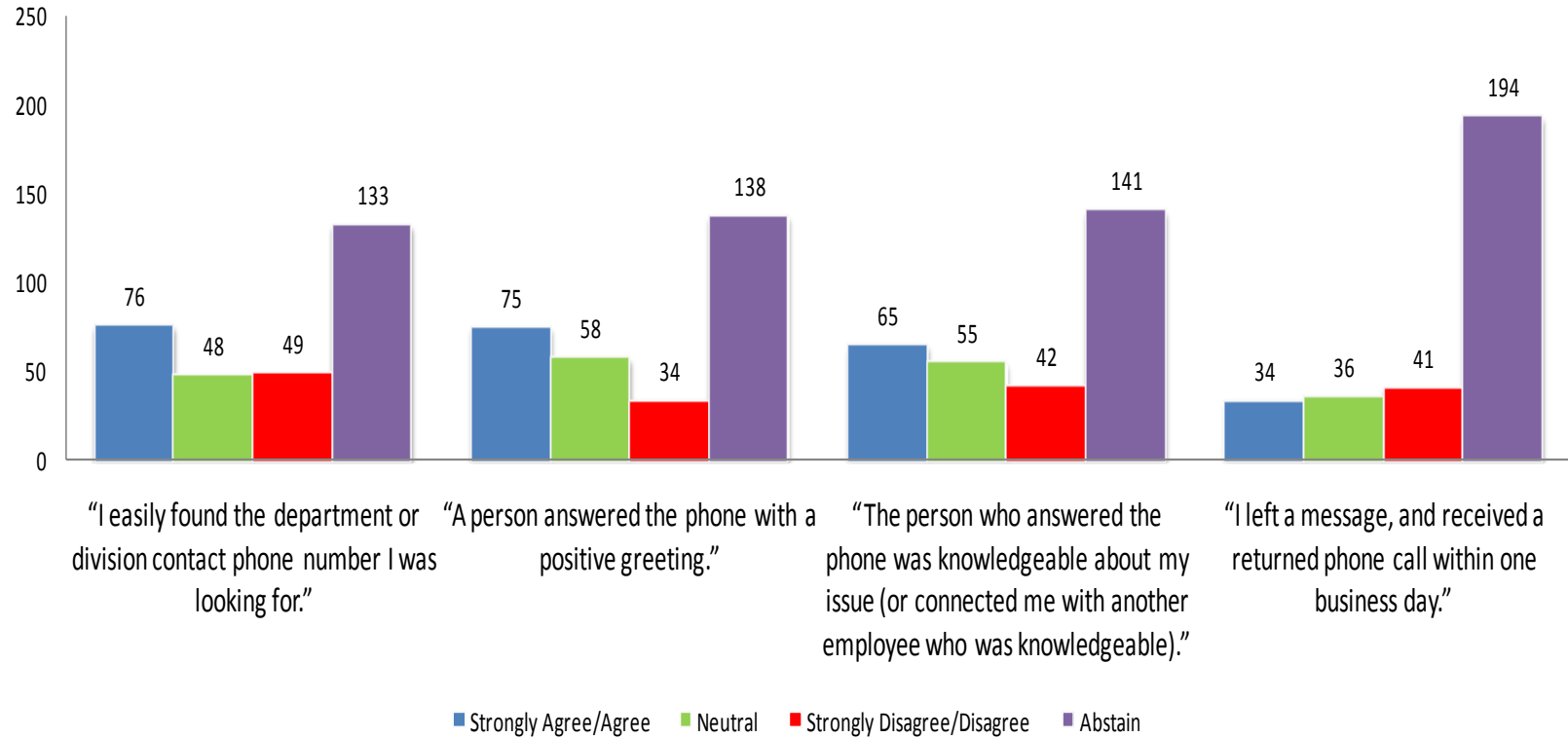
T-25 to T-28: Statements regarding your **KingCounty.gov (Web) Experiences:**



Respondents were asked to rate their level of agreement with the statements regarding their King County experience.

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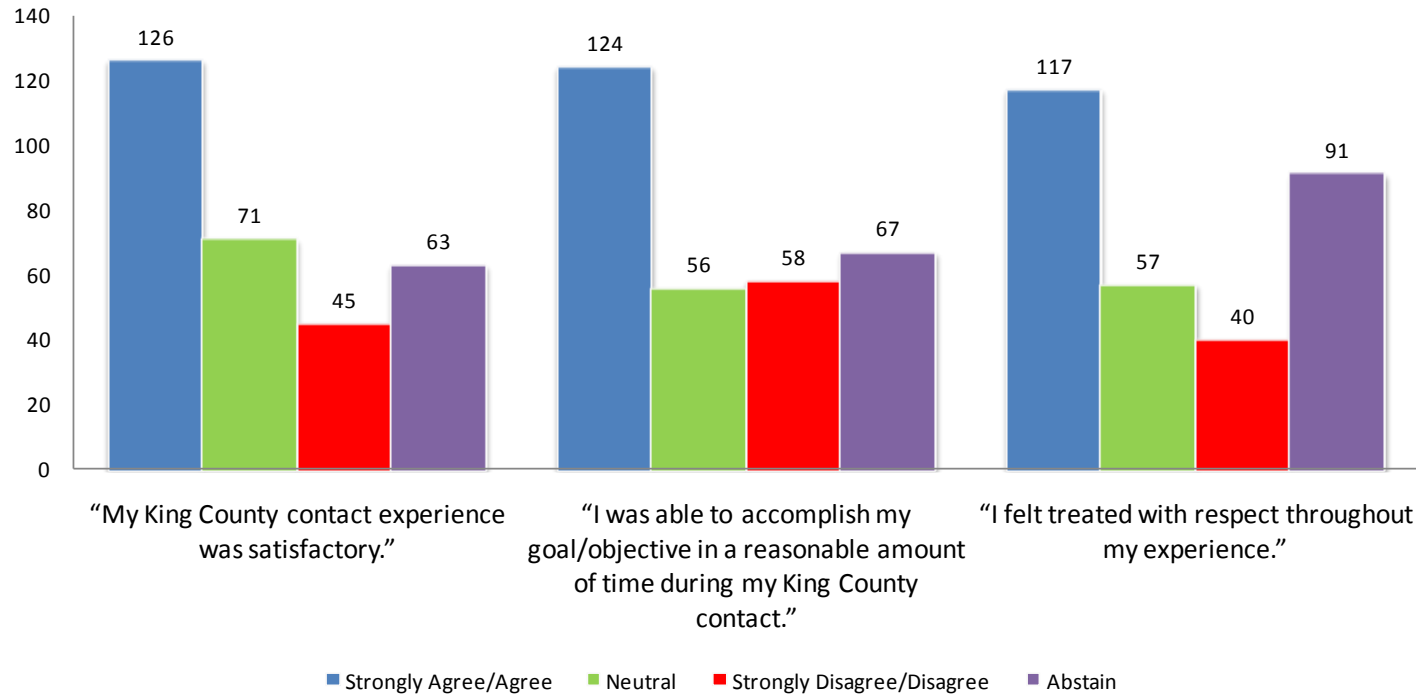
T-29 to T-32: Statements regarding your **Telephone Experiences**:



Respondents were asked to rate their level of agreement with the statements regarding their King County experience.

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T-33 to T-36: Statements regarding your most recent **King County Experience**:



Respondents were asked to rate their level of agreement with the statements regarding their King County experience.